

MINUTES OF WORKSHOP MEETING OF KISSIMMEE UTILITY AUTHORITY, HELD THURSDAY, FEBRUARY 16, 1989, AT 5:00 P.M., ADMINISTRATIVE BUILDING, KISSIMMEE, FLORIDA

Present at the meeting were Chairman Hord, Vice Chairman Gant, Secretary Bobroff, Assistant Secretary Lowenstein, Director Van Meter, Attorney Brinson, General Manager Welsh, Recording Secretary Rundio. Director Jones was not present.

A. MEETING CALLED TO ORDER at 5:00 P.M. by Chairman Hord, who indicated this was a Budget Goals and Objectives Workshop Meeting. Director Jones was absent; Attorney Brinson arrived at 5:10 P.M.

B. BUDGET GOALS AND OBJECTIVES

OVERVIEW

General Manager, James C. Welsh, said the purpose of this meeting was to go over the Budget Goals and Objectives and show where we are headed in the Fiscal Year 1989/90. He distributed several reports to the Board. Due to time constraints, the Board and staff agreed that we would briefly overview the goals and objectives of all the departments. **A second follow-up meeting was scheduled for 6:00 P.M., Wednesday, February 22, 1989,** with a full Board, to thoroughly detail all aspects. This postponement would allow the Board members to peruse the financial handout material more fully. No direction from the Board was asked for at this meeting.

Director Bobroff asked the General Manager to briefly give his goals for the Kissimmee Utility Authority (KUA) for 1989/90. Mr. Welsh indicated we are bringing in-house and finalizing some programs in the Administrative area and experiencing growth in Customer Service. We will require additional personnel in those and other areas. Our Distribution Operations will require additional crews for PCB testing and after that 2-3 year period, utilize that personnel for normal organizational growth. He touched on the earlier approval of the Board for the development of the new Administrative facilities in the downtown area. He said we are awaiting decisions by the City before finalizing an agreement with them. We propose including in the 1990 budget a start on the cost of this facility, earmarked at \$1 million. Other goals include expansion of our Distribution needs, and adding a welding mechanic to our Generation Plant.

Mr. Welsh continued that on an overall basis regarding personnel and benefits, no major changes are proposed in the benefit plans. We will be proposing that the Board approve any increase for medical insurance costs for employees, but no major additional changes are proposed in vacations or sick leave. The overall increase of an equivalent of 9 new employees amounts to 4.8%.

Director Bobroff questioned what our goals were to be in the area of customer relations. General Manager Welsh stated that it was intended that customer and community relations be taken on as a top priority by all management and supervisors. It is intended that KUA emphasize to its management and supervisors the need for community awareness and involvement.

Director Bobroff further questioned what the schedule was for implementing envelope billing. Mr. Welsh indicated that at this time we were restrained from implementing envelope billing due to space constraints. It was not intended to implement this feature until at least after the first of the fiscal year (October, 1989). At that time staff intends to do a complete cost benefit analysis of continuing to implement the concept of envelope billing.

PERSONNEL & RISR MANAGEMENT

Neville C. Turner, Personel & Risk Management Supervisor, gave a presentation, using overheads. He highlighted the goals in continuing to provide support to all departments, discussed the personnel needs of the various departments, the major programs and expenditures, KUA holidays scheduled, and other items.

At the next Workshop meeting staff will ask the Board for direction on the Martin Luther King proposed holiday. Director Lowenstein asked what the cost factor would be on adding this one extra holiday. Mr. Turner replied the total payroll cost would be \$17,406.14 plus some overtime.

Director Gant questioned if there was one person in charge of safety and improving safety throughout the KUA organization. Mr. Welsh indicated that Neville Turner was in charge of Risk Management, safety, and frequently noted improvements that were necessary throughout the system. Input is received on safety from various governmental agencies through regular inspections as well as from the Employee's Organization Committee (EOC) which is KUA's safety committee.

Director Hord indicated that he felt that all employees, through the EOC, should be encouraged to bring to our attention any safety related matters so that they could be evaluated and action taken if necessary. General Manager Welsh stated that this is their charge but we will reemphasize this responsibility to the EOC members and encourage them to bring to our attention immediately any safety concerns.

FINANCE & ADMINISTRATION

James C. Schuster, Manager/Finance & Administration, briefed the Board on KUA's financial goals and objectives, substantiated by a comprehensive report, and of eight new programs slated for this fiscal year, seven are Customer Service related. Mr. Schuster spoke briefly on new meters and meter changeouts, lighting accounts, software, and other items.

Mr. Schuster discussed the goal to institute a 5% penalty for delinquent bills. The concept of phasing this policy in over a 5-month period, beginning in October, was discussed. The Chairman polled the Board and they unanimously directed that this 5% penalty should be instituted as soon as feasible after October 1 and that it was not to be phased in but was to be put in all at one time.

Jim Schuster updated the Board on upgrading the Computer System. Some problems experienced on the current Computer system are disk storage, screen response time, processing time, etc. Chairman Hord suggested that since this item involved a large sum of money that we digest the material and fully discuss it at the next Workshop meeting (February 22, 1989).

Discussion followed on the necessity and benefits of purchasing a ComPac Portable for use by Barry Weeks, Treasury & Collection Supervisor. Staff explained the effectiveness of using this equipment nights and weekends to handle problems.

Director Gant inquired whether we considered using "Customer Satisfaction" forms in the lobby to heighten our service and to obtain feedback from customers. Discussion followed.

Board members and staff discussed the necessity and installation of an electric eye door opener at the Pleasant Street entrance of KUA for all KUA customers, but it would be especially helpful for the handicapped.

PLANNING & ENGINEERING

Planning & Engineering Manager, Ken Davis, capsulated his department's ongoing programs, required new employees and capital costs. He responded to Director Bobroff by explaining "transformer rated metering" as transformers being in different amps and voltages for regular residential customers.

Mr. Davis mentioned the new Administrative building to be started in the next budget year. He also said that the Transmission Planning Study project will be put on hold for now until a decision is made on the Integrated Dispatch & Operation Study (IDO) and general capacity requirements which will dictate what transmission update we will need.

DISTRIBUTION

Distribution Operations Manager, Kenneth Lackey, gave a quick review on his department's goals and objectives. He explained the testing procedure for PCB's. They discussed changeout to Mercury Vapor fixtures, which are better than sodium type lights.

Director Gant questioned if there was anything which KUA could be doing to promote the lighting of the West 192 area. Mayor Van Meter indicated that the Chamber of Commerce West 192 Area Council is addressing the improvement of that entire area. One of the things that they will be addressing, in conjunction with the County, is the lighting along 192 West of Kissimmee. The KUA has lighting rates in place in order to provide lighting for any individual or entity requesting this service .

Director Lowenstein asked if our recent vehicle purchases have been done subsequent to notifying local dealers and giving them a chance to quote. Mr. Welsh explained that this had been the policy that was directed to be carried out by the former Purchasing Agent for the City. KUA is currently under contract with the City for purchasing needs. Mr. Welsh indicated that he was not sure whether the interim Purchasing Agent had followed through on those particular instances with this policy. The Mayor confirmed that this was the policy and that the City was continuing with this policy on all vehicle purchases. Mr. Welsh further stated that as we brought our Purchasing on board with our internal KUA Purchasing Agent that all vehicle purchases would be done subsequent to soliciting quotes from the local dealers as well as utilizing the State Contracts.

Director Gant indicated that, from his experience, he felt it would be very difficult for any local dealer to beat the State Contracts. He added that in his Health Department they just bought a vehicle which he is sure was at a price lower than local dealers could purchase it. Mayor Van Meter indicated that he thought possibly some preference should be given to local dealers. Attorney Brinson responded that set-aside and preference programs were just struck down by the Supreme Court as being unconstitutional. Director Hord said that he was not in favor of doing any purchasing of vehicles at anything but the lowest possible cost for KUA and its customers.

GENERATION & TRANSMISSION

Generation & Transmission Manager, W. Max Alderman, outlined some activity at the Power Plant and indicated two major programs: chemically cleaning Nos. 14-18 diesel units and repainting the exterior of the two fuel oil tanks. He touched on other issues (preventive maintenance, mechanics) which will be discussed at the next meeting. He went over some Transmission capital cost requirements.

Mr. Alderman indicated that G&T personnel currently working with our insurance representatives and our engineers and representatives of the City Fire Department are to finalize fire protection enhancements at the Power Plant. The cost estimates were not available at this time but would be included in the final Budget package. Mr. Bobroff questioned if the Fire Department and insurance company were consulted during previous enhancements of the fire protection system at the Plant. Mr. Alderman indicated that they had been involved but, until now, they had not given final notice as to what they wanted us to do.

MISCELLANEOUS

General Manager Welsh confirmed with the Board to hold the next Budget Goals and Objectives Workshop Meeting at 6:00 P.M., Wednesday, February 22, 1989.

Mr. Welsh said he wished to have a photographer take a picture of the full Board at the next Workshop meeting and indicated a tie and coat were appropriate.

Mr. Welsh also indicated the County Commission was approached by Mr. Jim Scott, Buenaventura Lakes, to pass a resolution asking KUA to devote the surcharge money to the County for recreational purposes. Mr. Welsh was asked to give a presentation to the County Commission on the surcharge history.

C. **MEETING ADJOURNED** - Meeting adjourned at 6:55 P.M.



CHAIRMAN

ATTEST:



ASSISTANT SECRETARY

